

SUPPLY 21



*United States
Navy Supply
System*



*Strategic Plan
2000 - 2005*





Our MISSION

To provide Navy, Marine Corps, Joint and Allied Forces quality supplies and services.

Our VISION

We will be the customers' choice for best value products and services, where a single request by the customer activates a global network of sources and solutions. In short, One Touch Supply.

CORPORATE VALUES

Customer Focus:

We are devoted to serving our customers and to exceeding their expectations.

Employee Excellence:

We are committed to our employees and to their development, participation and recognition.

Quality Products and Services:

The products and services we deliver are always the best.

Innovative and Responsive:

We constantly explore new ideas and methods in order to increase our effectiveness.

Teaming for Success:

We aggressively seek effective partnerships to improve our quality.

Honor and Integrity:

We act ethically; are open, honest and fair; keep our word, and take full responsibility for our actions.

USS Detroit (AOE 4) conducts an early morning underway replenishment with the aircraft carrier USS Enterprise (CVN 65). U. S. Navy photo by PH3 Shelton T. Young.

Goal 1: Responsive, customer-focused support.

Provide customers easy access to any and all of the materials, services, and information they need. Ensure customers get answers to their questions and resolution of their problems easily, quickly, at any time.

Measure of success:

Greater customer satisfaction with interface/contact with the supply system

- As measured by: Customer satisfaction survey results

Strategy 1.1: Provide our customers a single point of entry for all product, service and information requirements, regardless of the ultimate supplier or provider.

Strategy 1.2: Provide easy, one-touch support through a combination of personal assistance and state-of-the-art technology.

Strategy 1.3: Conduct continuous market analysis to measure customer satisfaction, ensure product awareness, and shape product and service offerings.

Strategy 1.4: Identify and champion information systems and technology requirements inside and outside the claimancy to ensure systems and infrastructure that support customer requirements.

Goal 2: Best Value Products and Services.

*Provide customers best value products and services.
Consistently satisfy customers' requirements for function,
quality, timeliness, and cost.*

Measures of success:

Increased Readiness

- As measured by: Supply Component of Mission Capable / Fully Mission Capable rates; Supply Component of Percent of time free of C-3/C-4 CASREPs

Lower total ownership costs

- As measured by: Spare parts cost per operating period

Greater customer satisfaction with products and services

- As measured by: Customer satisfaction survey results

Strategy 2.1: Team with supply chain partners to reduce total ownership costs.

Strategy 2.2: Be a demanding customer; structure internal and external relationships to optimize performance and costs.

Strategy 2.3: Employ alternative solutions to optimize warfighter support and readiness afloat and ashore.

Strategy 2.4: Identify and implement best value government and commercial practices.

Strategy 2.5: Offer customer choice and product customization in the determination of best value.

Strategy 2.6: Maximize Quality of Life for naval personnel and their families.

Goal 3: Streamlined processes which reduce cost and cycle time for delivering products and services.

Reengineer internal processes to improve the efficiency, timeliness and effectiveness of operations. Ensure customer service is maintained or improved as operations are redesigned to be more economical.

Measures of success:

Lower supply system operating costs

- As measured by: Supply operations costs; OM&N costs

Shorter response time

- As measured by: Logistics response time; Response to failure; Average customer wait time

Strategy 3.1: Complete business process review of enterprise-wide supply processes and optimize supply chain management.

Strategy 3.2: Position ordnance globally to maximize warfighter capabilities.

Strategy 3.3: Team with regional commanders and other service providers to optimize ashore support and Quality Of Life functions.

Process

Goal 4: Our people deliver and sustain world class performance.

Develop and maintain a skilled and flexible workforce, prepared and motivated to provide optimal support.

Measures of success:

Workforce requirements met

- As measured by: Skills gap

Increased employee satisfaction

- As measured by: Employee satisfaction survey results

Strategy 4.1: Identify our workforce requirements and ensure we have the right skills, size and diversity.

Strategy 4.2: Promote a high quality work environment, assist employees in adapting to change, and facilitate career planning.

Strategy 4.3: Prepare the workforce and the organization for future business opportunities.

Strategy 4.4: Commit the corporate resources to ensure our people and organizations are competitive.

Strategy 4.5: Manage workforce reductions and facilitate career transition.